

# Yardley Wood Health Centre

## New Patient Registration Policy

### Overview

Yardley Wood Health Centre does not discriminate in the registration of new patients on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. Any refusal to accept an application to register will not be made without reasonable grounds e.g. patient lives outside the Practice area.

Registration will be considered for those who are entitled to free NHS services as permanent patients if they normally reside within our Practice area, or as temporary patients if they are visiting within our Practice area.

Should immediate treatment be necessary this may be provided without proof of entitlement to NHS services however; the patient's records will be duly noted. The Practice may also contact a patient's previous or current GP if proof of identification is not provided and/or controlled drugs are requested.

All patients requesting registration at the Practice will be required to complete a registration pack.

### Process for Patients

Registration requests will be accepted from patients who are living within, or have moved into the Practice catchment area. A map of Practice catchment area and boundaries will be held on both our website and at Reception (appendix 1).

Registering patients will need to complete a registration pack and wherever possible provide identification, e.g. passport, driving licence, visa etc and evidence of permanent address, e.g. utility bill, council letter, bank statement etc. **PLEASE NOTE: Proof of ID/proof of address is NOT a condition of registration and NO PATIENT will be refused registration based on not being able to provide ID.**

Patients requesting temporary registration will also need to provide full details of their usual GP and surgery.

Patients should ensure that existing EPS nominations are notified to the Practice.

It is a requirement that any changes in personal details such as name, address, contact telephone numbers etc are communicated to the Practice promptly.

## Out of Area Registrations

Patients living outside of the Practice catchment area will be offered the option to remain registered with the practice via letter, outlining the risks of remaining registered.

## Process for Practice Staff

Managers should ensure that staff have a full understanding of registration procedures and have access to a copy of the Practice catchment area map. Staff should ensure that existing patients who are moving out of area and/or new registration requests are processed in line with the policy.

## Appendix 1

### YARDLEY WOOD HEALTH CENTRE

# Boundary Catchment Area Map

